

WHAT IS CLAIMED IS:

1. A method for supporting received orders of a transformer, comprising the steps of:

issuing a first response including a desired inquiry of a customer relating to an installation date of a measuring circuit of the transformer from a sales department to the customer who accessed a web site of the sales department; and

in response to a customer's reply to said first response, issuing a second response including the installation date of the measuring circuit of the transformer from a measurement department in charge of measurement of the transformer.

2. A method as set forth in claim 1, wherein a formatted document for said first response is previously stored in a mail server of said sales department.

3. A method as set forth in claim 1, wherein a formatted document for said second response is previously stored in a mail server of said measurement department.

4. A method for supporting received orders of a transformer, comprising the step of:

issuing a first response including a desired inquiry of a customer relating to an installation date of a measuring circuit of the transformer from a sales department to a customer who accessed a web site of the sales department, wherein

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an address of a measurement department is added to said first response and said first response is transmitted to said customer so as to guide the customer's reply to said first response to said measurement department in charge of the transformer measurement and to issue a second response including the installation date of the measuring circuit of the transformer from said measurement department.

5. A method as set forth in claim 4, wherein a formatted document for said first response is previously stored in a mail server of said sales department.

6. A method for supporting received orders of a transformer, wherein a measurement department in charge of measurement of the transformer following a first response issued from a sales department including a customer's desired inquiry relating to an installation date of a measuring circuit of the transformer to a customer who accessed a web site of the sales department receives said customer's reply to said first response and issues a second response including the installation date of the measuring circuit to said customer.

7. A method as set forth in claim 6, wherein a formatted document for said second response is previously stored in a mail server of said measurement department.

8. A method for supporting received orders of a

transformer, comprising the steps of:

issuing a first response including a desired inquiry of a customer relating to an installation date of a measuring circuit of the transformer from a sales department to the customer who accessed a web site of the sales department;

in response to a customer's reply to said first response, issuing a second response including an inquiry of a customer's desired date relating to the installation date of the measuring circuit and to previous inspection of the installation of the measuring circuit from a measurement department in charge of measurement of the transformer; and

in response to a customer's reply to said second response, issuing a third response including an implementation date of the previous inspection from said measurement department.

9. A method as set forth in claim 8, wherein a formatted document for said first response is previously stored in a mail server of said sales department.

10. A method as set forth in claim 8, wherein formatted documents for said second and third responses are previously stored in a mail server of said measurement department.

11. A method for supporting received orders of a transformer, wherein a measurement department in charge of measurement of the transformer following a first

response issued from a sales department including a customer's desired inquiry relating to an installation date of a measuring circuit of the transformer to a customer who accessed a web site of the sales department receives said customer's reply to said first response, issues a second response including the installation date of the measuring circuit to said customer, and, in response to a customer's reply to said second response, issues a third response including an implementation date of the previous inspection from said measurement department to said customer.

12. A method as set forth in claim 11, wherein formatted documents for said second and third responses are previously stored in a mail server of said measurement department.

13. A method for supporting received orders of a transformer, comprising the steps of:

installing a measuring circuit to a customer's transformer;

receiving an amount of power of the transformer in an actual operating state in the form of electronic data from the installed measuring circuit; and

returning a renewal proposal of the customer's transformer on the basis of the received data.

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